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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:)
Matthews, et al.)
Serial No: 10/051,477)
Filed: 01/16/02)
For: Dynamic, Real-Time Call Tracking for)
Web-Based Customer Relationship)
Management)

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

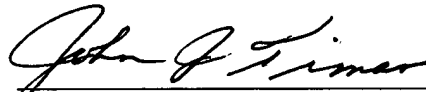
Applicant hereby voluntarily discloses the items listed on the attached Form PTO-1449 to the Assistant Commissioner for Patents. Copies of items A – F are enclosed herewith.

Applicant further reserves the right to establish the patentability of the claimed invention over any of the listed information should they be applied as references, and/or to prove that some of the cited information may not be prior art, and/or to prove that some of the cited information may not be enabling for the teachings they purport to offer. This statement further should not be construed as a representation that an exhaustive search has been made, or that the information cited herewith is material, or that there does not exist information more material to the examination of the present Application. The Examiner is specifically requested not to rely solely on the information submitted herein. On the contrary, the Examiner is requested to conduct an independent and thorough review of the information, and to form independent opinions as to their significance.

It is respectfully requested that the Examiner initial and return copies of the enclosed PTO-1449 and to indicate in the official file wrapper of the above-identified patent application that each item of the cited information has been considered.

The Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment to account no. 09-0528.

Date: 5/14/02



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Docket No.: V024 1010



Form PTO-1449

INFORMATION DISCLOSURE CITATION

*(Use several sheets if necessary)*Attorney Docket No.
V024 1010Serial No.
10/051,477Applicant
Matthews, et al.Filing Date
January 16, 2002

Group

U.S. PATENT DOCUMENTS

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	A	6,381,640	04/30/02	Beck, et al.	709	223	
	B	6,377,944	04/23/02	Busey, et al.	707	3	
	C	6,356,632	03/12/02	Foster, et al.	379	265.04	
	D	6,219,648	04/17/01	Jones, et al.	705	8	
	E	6,272,216	08/07/01	Vaios	379	265	
	F	6,347,139	02/12/02	Fisher, et al.	379	265.12	

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED: